

# *User Manual*



Author: Artur KORLAK

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## 1. General information on MyDHL+ application

Link to the application: <https://mydhl.express.dhl/pl/pl/home.html>

MyDHL+ app is an easy-to-use web application for DHL Express customers. It is one-of-a-kind solution for creating and managing DHL Express shipments. In MyDHL+:

- ✓ you can check the price according to your contract
- ✓ you can schedule a pickup by a courier
- ✓ you can print the shipping and return labels
- ✓ you can display the history and create all kinds of reports
- ✓ you can send and receive shipment notifications
- ✓ you can authorize the use of your account to your contractor
- ✓ you can assign the shipment to another person to complete the generation of the bill of lading
- ✓ you can launch the Paperless Trade (PLT) function - exchange of customs documents through the application
- ✓ you can launch the ProView application - an application for tracking shipments

### Requirements:

- ✓ a computer with any operating system
- ✓ an active e-mail
- ✓ Internet and browser access (we recommend Google Chrome)
- ✓ access to a printer (laser and / or thermal)
- ✓ PDF viewer (Adobe Reader)

## 2. Account registration in MyDHL+ app

### 2.1. Registration / login window

To use MyDHL+ app, you need to register an account.

To do this, go to the website and click "Register now"

You can also click on the link below:

<https://mydhl.express.dhl/pl/pl/registration.html>

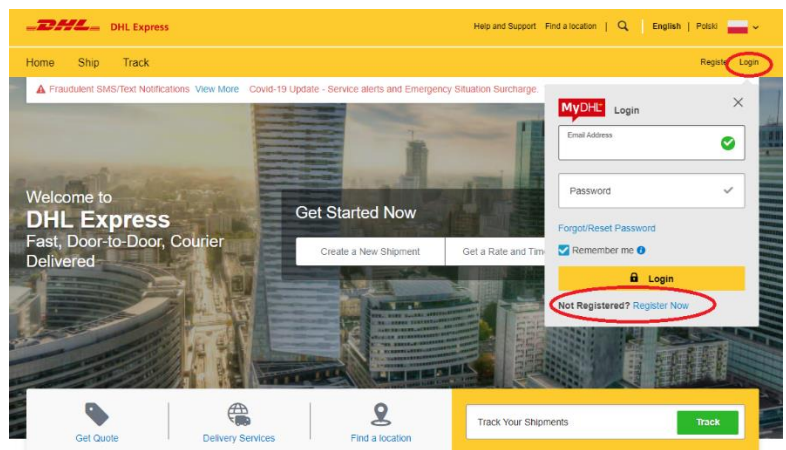


Figure 1 Registration - Step 1

## 2.2.1 I have a DHL Express account number

A window appears where you have to choose whether you have an export and / or import account. After selecting "No", you can send your data to the Sales Representative to contact you to set up account numbers.

Figure 2 Registration - Step 2 - choosing a DHL Express account

After ticking that you have a customer number, you must enter them (the **export** account consists of 9 digits and starts with 414xxxxxx or 427xxxxxx. The **import** account consists of 9 digits and starts with 95xxxxxxx or 96xxxxxxx). After entering, click "Next".

Figure 3 Registration - Step 3 - customer number

## 2.3. Data details

After entering the customer number, you must enter the basic data: name and surname, company name, telephone number in the appropriate format and enter the login details - e-mail address as login and password (the password must consist of at least 8 characters, with upper- and lower-case letters, a number and a special character). you accept the terms and select the appropriate icon. Click on "Register".

Figure 4 Registration - Step 4 - contact details

## 2.4. Confirmation of Registration

If you manage to correctly register the account in the application, you will receive a message on the website.

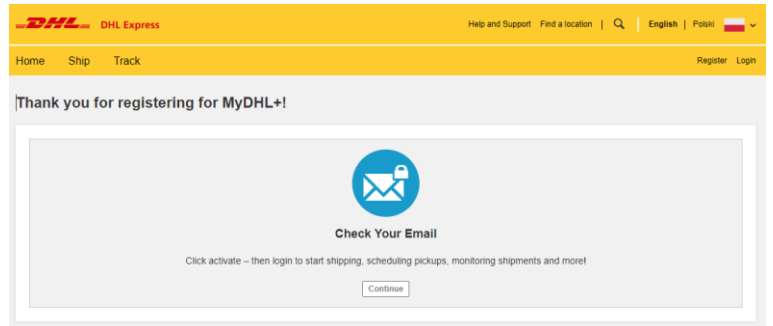


Figure 5 Registration - Step 5 - activation message

## 2.5. Activation email

You will receive a confirmation of registration and an activation link to the e-mail address.

Mail is sent from [dhlSender@dhl.com](mailto:dhlSender@dhl.com). Click on: "Activate MyDHL+ registration - log in now!"

NOTE:

The e-mail may end up in a SPAM mailbox or junk mail.

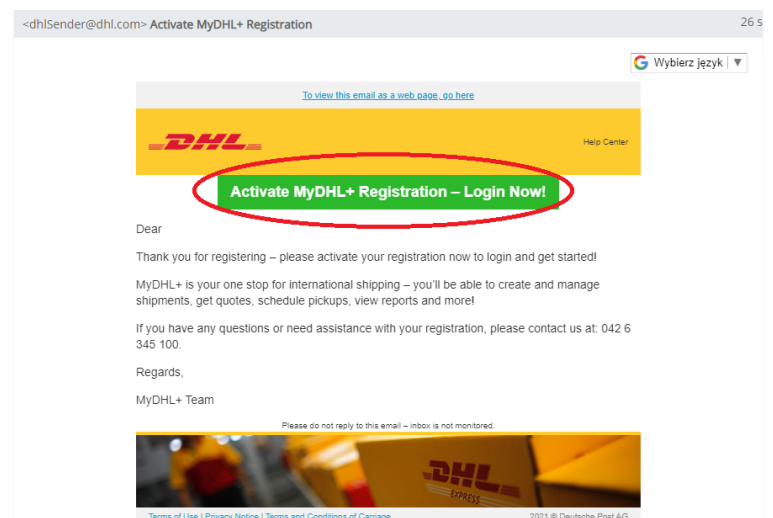


Figure 6 Activation mail

## 2.6. Welcome message

After activation, you will get another e-mail welcoming you among registered customers.

You can log in to the application via the button "MyDHL+ Log in!" or you can enter the website via the browser.

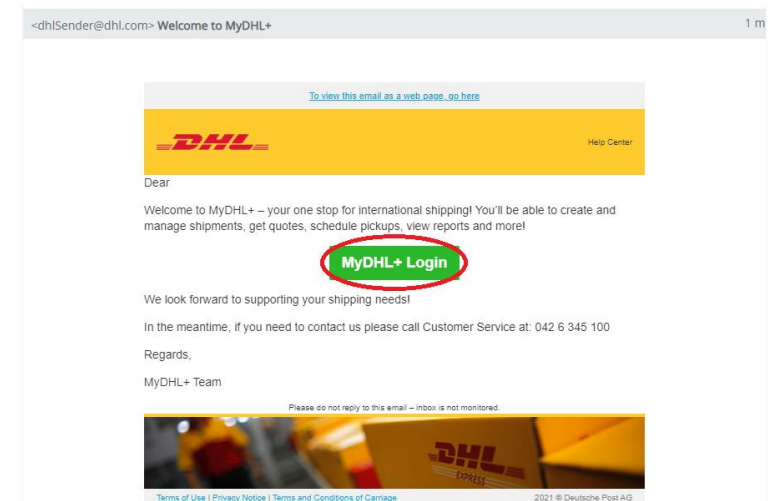


Figure 7 Information e-mail



### 3. First steps after registration

#### 3.1. Login window

Go to the main page of the application (or click on the appropriate field from the e-mail: "MyDHL+ Log In". You can log in to the application.

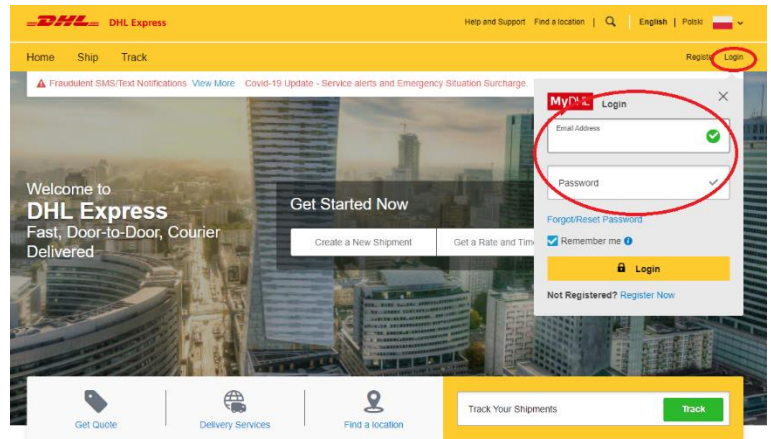


Figure 8 Home page - login

#### 3.2. First steps after logging in

After entering the login and password, the start page with the most important information appears.

1. back to the home page,
2. creating, cost estimating a shipment,
3. ordering a courier, importing shipments from a file,
4. shipment tracking options - access to the ProView application,
5. information about shipments created thanks to the app, the ability to check historical orders,
6. account settings in the app,
7. quick access to the most important activities in the app,
8. view of recent shipments,
9. traceability of shipments,
10. saved shipments that require further action,
11. information about ordered courier,
12. parcels that have already been generated, waiting to be picked up by the courier
13. completed courier orders
14. quick links, e.g. to the store's website.

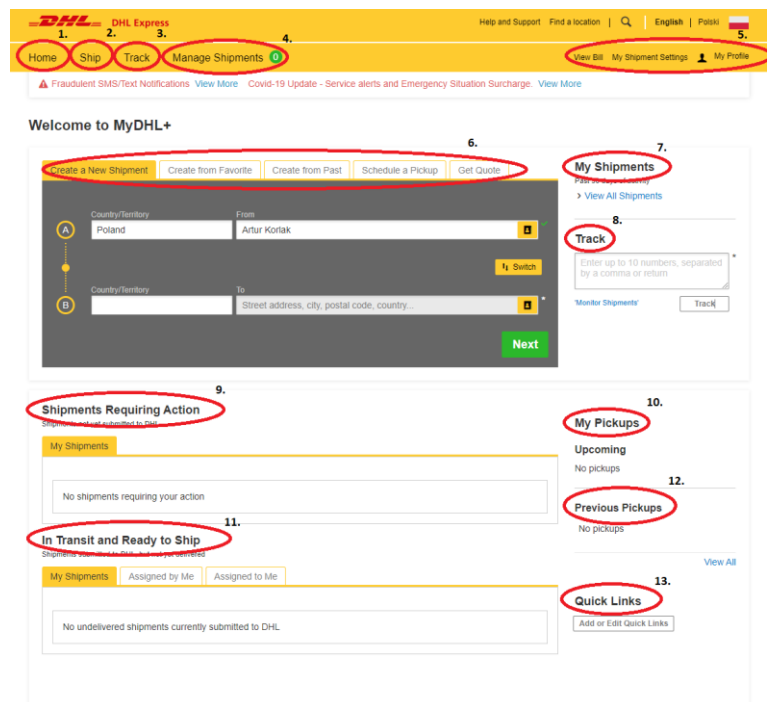


Figure 9 First steps after logging in

### 3.3. "Send" tab

- Generating a shipment** - generating a bill of lading,
- Generating a shipment from history** - copying a parcel that has already been generated,
- Generating a shipment from favourites** - the ability to generate a shipment from shipments previously saved to favourites,
- Check the price and time** - the possibility of price estimation according to an individual price list (if the customer number has been entered),
- Order a courier** - you can order a courier,
- Upload file with shipments** - import shipments from a .CSV or .TXT file,
- Order consumables** - you can order envelopes, poly mailers, etc.

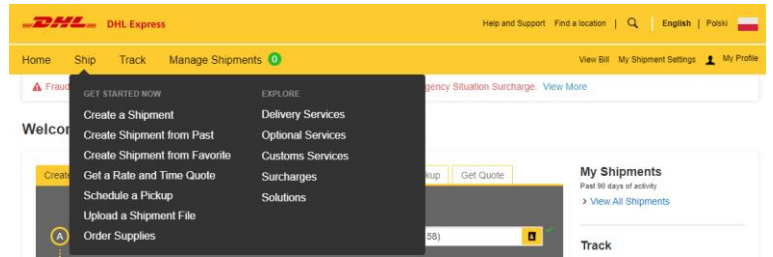


Figure 10 Send window

### 3.4. "Tracking" tab

- Track shipments** - the option to check shipment status after entering AWB
- Track by reference** - the option to check the shipment status after entering the reference numbers
- Monitoring and notifications** - the option to check and set notifications for shipments

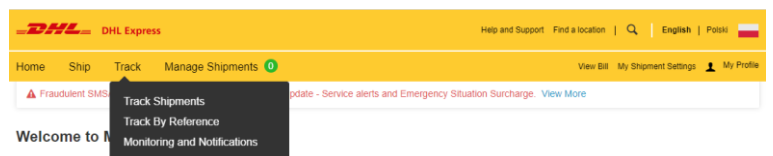


Figure 11 Tracking window

### 3.5. "Manage shipments" tab

- All shipments** - history of shipments generated from the app and a manifest was issued (shipments were sent to DHL Express servers),
- My pickups** - courier orders history and the option to order pickup,
- Directory** - a directory of senders and recipients' addresses - the option to add, delete and edit contacts,
- Reports** - the option to generate directory reports, courier report, summarizing shipments, detailed incident report and detailed shipment report,
- View All Not Sent** - Shipments for which no manifest has been issued.

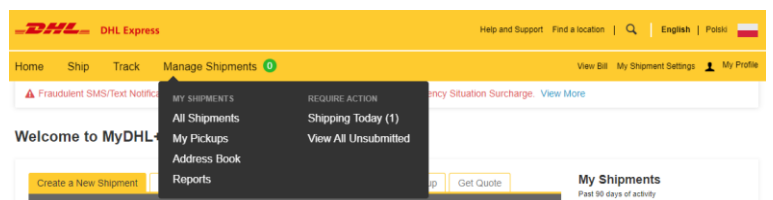


Figure 12 Manage Shipments window

## 4. Settings

### 4.1. My Profile

You can manage your profile in MyDHL+ app.

#### 4.1.1. Update my details

Contact information - change your contact details:

Name, company, address, postal code, city, telephone number, entering the VAT number, EORI

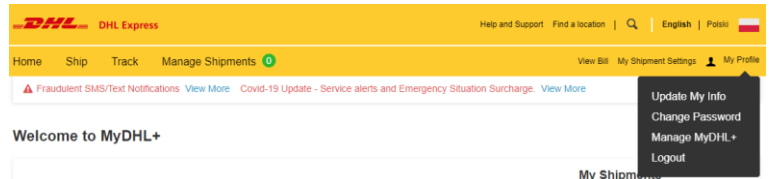


Figure 13 My Profile window

**My Profile**

Update My Info

Change Password

Manage MyDHL+

**Contact Information**

Title: [dropdown] Name: [name and surname] ✓ Phone Type: [Mobile] Code: [48] Phone: [123 456 789] ✓

Company: [company] ✓  SMS Enabled [Add Another](#)

Country: [Poland] ✓ VAT/tax ID: [ ]

Address: [Street and number] ✓ EORI Number: [ ]

Address 2: [ ]

Address 3: [ ]

Postal Code: [02158] ✓ City: [WARSZAWA] ✓ State: [ ]

Residential Address  Business Contact

[Update](#)

Figure 14 Contact information

#### 4.1.2. Change of the password

Ability to change the password for MyDHL+ app

**My Profile**

Update My Info

Change Password

Manage MyDHL+

**Change Password**

Email Address: [ ] If you need to change your email address, please contact Customer Service at: 042 6 345 100

Current Password: [ ] \*

Password: [ ] \*

Confirm Password: [ ] \*

[New Password](#)

Figure 15 Password change

## 4.2. Manage MyDHL+

Your process of generating a shipment - the ability to set the appearance of the application when generating the consignment note:

- Step by step - to go to the next window, you have to fill in the data and move on
- All in one - all windows for generating a shipment can be displayed on one page.

MyDHL+ desktop - personalizing the desktop settings (windows after logging in)

Manage quick links - on the desktop, you can enter your own links, e.g. to the store's website.

**Manage MyDHL+**

We have designed our shipment process and dashboard views for different customer needs – choose the option that suits you best!

**Your Shipment Creation Process**

Select the process that you prefer. Both options summarize your shipment details as you go and allow you to edit before finishing. You can switch options at any time.

[Step-by-Step](#)  
Show each step on its own screen

**All-in-One**  
Combine all steps on one screen

[Cancel](#) [Save](#)

---

**Your MyDHL+ Dashboard**

It's up to you – just select the dashboard view you want to see when logging into MyDHL+!

[Creating Shipments](#)  
Shipment creation is my priority. [View Shipping Dashboard Example](#)

**Monitoring and Tracking**  
Tracking is my priority. [View Tracking Dashboard Example](#)

[Cancel](#) [Save](#)

---

**Manage Quick Links**

[Delete Selected](#) [Add Quick Link](#)

<input type="checkbox"/>	Link Name	URL
<input type="checkbox"/>		

[Cancel](#) [Save](#)

Figure 16 Manage MyDHL+

## 4.3. My Shipment Settings

The possibility of personalizing MyDHL+ app in such a way as to choose as few options as possible when generating the bill of lading, and thus generating the shipment faster.

**DHL Express** | Help and Support | Find a location | English | Polski

Home | Ship | Track | Manage Shipments | View Bill | My Shipment Settings | My Profile

**Welcome to MyDHL+**

Create a New Shipment | Create from Favorite | Create from Template

Country/Territory: Poland | From: Artur Kortak

Country/Territory: | to: | Street address: |

**Settings Menu:**

- SHIPMENT DEFAULTS
  - Delivery Options
  - Shipment Protection
  - Customs Clearance
  - Declarations
  - Customs Declaration
  - Courier Pickups
  - Return Shipments
  - Save Shipments
  - Assigning Shipments
  - Currency and Measurement
  - Addresses
- MY SAVED SETTINGS
  - My DHL Accounts
  - Authorized Account Usage
  - Access eSecure
  - Packaging Settings
  - Shipment References
  - Printer Settings
  - Notifications and Sharing
- MY CUSTOMER CLEARANCE SETTINGS
  - Customs Invoice Templates
  - Shipment Tax IDs
  - My Product/Item List
  - Digital Customs Invoices

Figure 17 My Shipment Settings window

### 4.3.1. Manage default settings - delivery options, shipment protection.

**Delivery options** - option to choose between documents and shipment, option to choose a default product from the pool made available by DHL EXPRESS, option to set the default country of the recipient

**Shipment protection** - the possibility of permanent shipment insurance. Possibility to enter the equivalent of the shipment or to enter a fixed insurance value

**Manage Defaults**

Save time creating shipments! Setting up defaults allows you to tailor the process to your needs and frequently used selections.

[Learn More](#)

---

**Delivery Options**

I want to default to this type of shipment

Documents  
Documents include legal, financial or business paperwork. Items with monetary value are NOT considered a document shipment.

Packages  
Packages are goods, merchandise or commodities for personal or commercial purposes.

My default destination country/territory (Ship To) should be

My default delivery option should be

[Cancel](#) [Save](#)

---

**Shipment Protection**

If Shipment Protection is available for the delivery options I'm selecting, I always want to add it for:

**Package shipments**
 Yes  
 No

**Document shipments**
 Yes  
 No

[Clear Default](#) [Cancel](#) [Save](#)

Figure 18 Manage Default Settings part 1

### 4.3.2. Manage default settings - customs clearance, declarations

**Customs clearance** - settings to decide how you want to generate a pro-forma / commercial invoice.

**Declarations** - possibility to set additional forms.

**Customs Clearance**

For customs invoices, I want my default to be

Create Invoice  
Using my shipment information

Use My Own Invoice  
I have a printed invoice

**Item Details**

I will include item details with my own invoice

My default shipment purpose should be

My default shipment description should be

My default shipment value should be ?

 EUR

I will use this customs terms of trade [View Definitions](#) ?

[Clear Default](#) [Cancel](#) [Save](#)

---

**Declarations**

Print CITES Declaration

Print EUR1

[Cancel](#) [Save](#)

Figure 19 Manage Default Settings part 2

### 4.3.3. Manage Default Settings - Courier Pickups, Returns, and Saving Shipments

**Courier pickups** - option to set a default pickup when generating a shipment.

**Return of parcels** - possibility to set whether you want to generate return parcels.

**Saving shipments** - the ability to set a prompt whether the application should save shipments you are working on.

**Courier Pickups**  
If you schedule pickups as you create a shipment, you can set up defaults for your most used preferences (not applicable for regularly scheduled pickups).

I want confirmation email when I schedule a pickup  
 Always send me pickup confirmation on the day of pickup scheduled

I want my export pickup default to be  
 Select One

I want my import pickup default to be  
 Shipper will schedule pickup

Cancel Save

---

**Return Shipments**  
I always want to create return labels

Select One

Cancel Save

---

**Saving Shipments**

You can save shipments you've started and finish later! Check if you want to be prompted before you logout or move onto to other tasks in MyDHL+.

Always ask me if I want to save the shipment I'm working on

Cancel Save

Figure 20 Manage Default Settings part 3

### 4.3.4. Manage default settings - assignment of shipments

**Assignment of shipments** - the possibility of adjusting various restrictions in the creation of selected shipments.

**Assigning Shipments**

I want the option to assign shipments

I want these defaults when assigning shipments to others

Display DHL accounts as  
 Select One

Hide account-based rates  
 Require Assignee to login to MyDHL+ to complete shipment  
 Allow Assignee to edit the pickup address for assigned shipments

Include these instructions for assigned shipments

Apply these restrictions

Maximum number of packages/pieces per shipment

Maximum weight per package/piece  
 kg

Notify me of Assignee's actions

If no action has been taken within  
 Select One

Send me reminders every  
 Select One

If the shipment has not been completed by the requested shipment date  
 When the shipment is complete  
 When courier pickup has been scheduled  
 When the shipment has been picked up by a courier  
 If the shipment is declined

Cancel Save

Figure 21 Manage Default Settings part 4

### 4.3.5. Manage default settings - Currencies and measures, addresses

**Currencies and measures** - Set the default units of measure, value and insurance currency.

**Addresses** - possibility to set default addresses.

#### Currency and Measurement

My default unit of measure should be

My default goods value currency should be

My default shipment protection value currency should be

[Cancel](#) [Save](#)

#### Addresses

I want new addresses to default to Residential

Business Contact

[Cancel](#) [Save](#)

Figure 22 Manage Default Settings part 5

## 4.4. My Shipment Settings

### 4.4.1. My DHL account

Possibility to choose default accounts, registration to an ebilling account, adding new export and import accounts.

#### My DHL Accounts

##### Default Account Settings [Edit](#)

Display Accounts By : <b>Number (Low to High)</b>	Domestic Return Shipments <b>None</b>
Mask account numbers <b>No</b>	Import Return Shipments <b>None</b>
Domestic Shipments <b>None</b>	Export Duties and Taxes <b>Receiver will pay</b>
Export Shipments <b>414000000 - export</b>	Import Duties and Taxes <b>Receiver will pay</b>
Import Shipments <b>966000000 - import</b>	Return Shipment Duties and Taxes <b>Receiver will pay</b>

##### Online Billing Enrollment [Close](#)

Request Sent

Register for Access

Enroll to view and pay bills online. After enrolling, we'll send you an email with login details. Register those details to get access!

##### Saved Accounts

[Delete Selected](#)
[Request Account](#)
[Add Existing DHL Account](#)

<input type="checkbox"/> Nickname	Account Number	Account Type	
<input type="checkbox"/> export	414000000	SHIPPER	<a href="#">Delete</a> <a href="#">Edit</a>
<input type="checkbox"/> import	966000000	SHIPPER	<a href="#">Delete</a> <a href="#">Edit</a>

Figure 23 My account settings

#### 4.4.2. Authorized use of the account

You may allow other users to use your account to create shipments - such as the shipper you frequently use to import shipments. You can control your account visibility, payment options and other shipping restrictions. You can check to see if you used another user's account to get access.

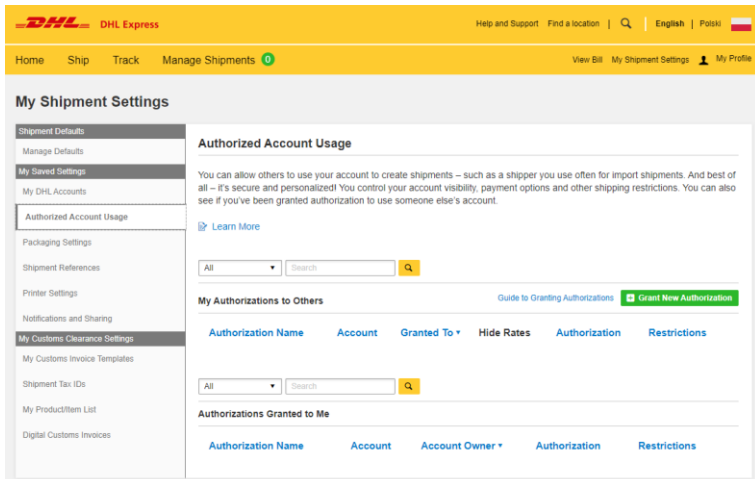


Figure 24 Authorized Account Use Settings

#### 4.4.3. Packaging settings

You can set default packages, weight and dimensions of the parcel to save time when generating the shipment. You can also add our own packaging with individual parameters.

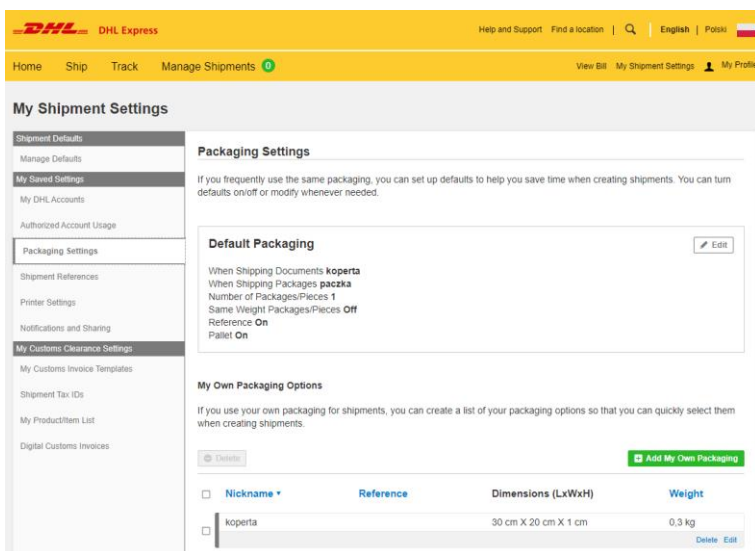


Figure 25 Change Packages Settings

#### 4.4.4. Shipment references

You can configure shipment reference field, which is the most frequently selected by the user - cost center.

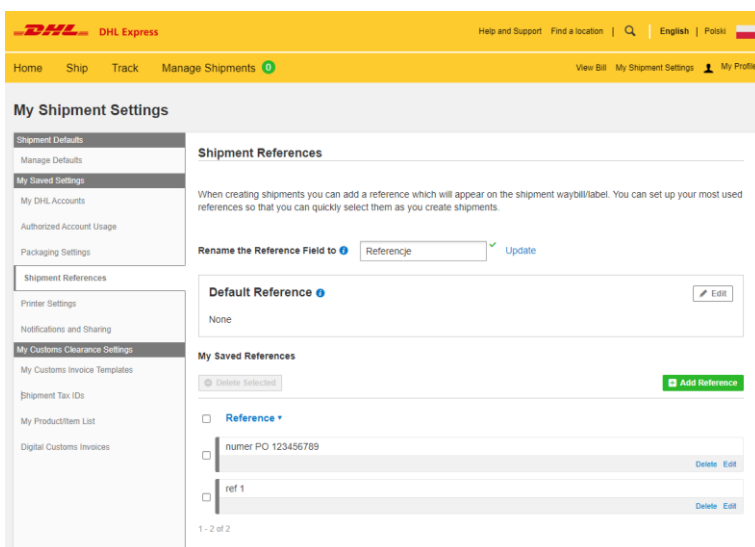


Figure 26 Shipment References settings



#### 4.4.5. Printer settings

You can set printers for printing labels and other documents generated from the application. You have the option of setting up a laser printer and a Zebra thermal printer.

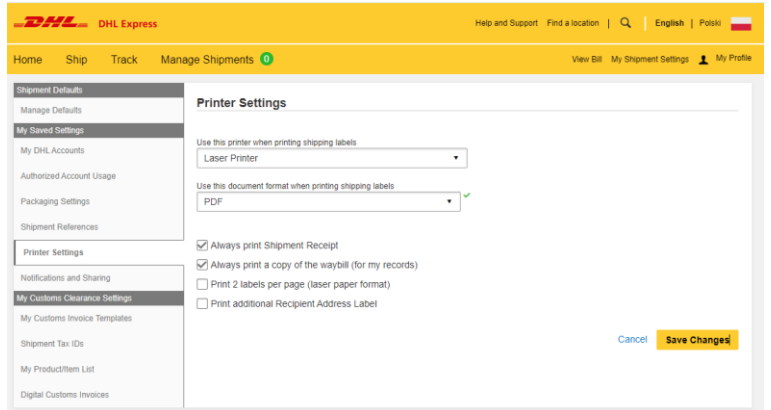


Figure 27 Printers Settings

#### 4.4.6. Status notifications and sharing details

The option to personalize notifications that are sent to the indicated e-mail addresses, you can set various notifications and information that will be sent along with the e-mail notification.

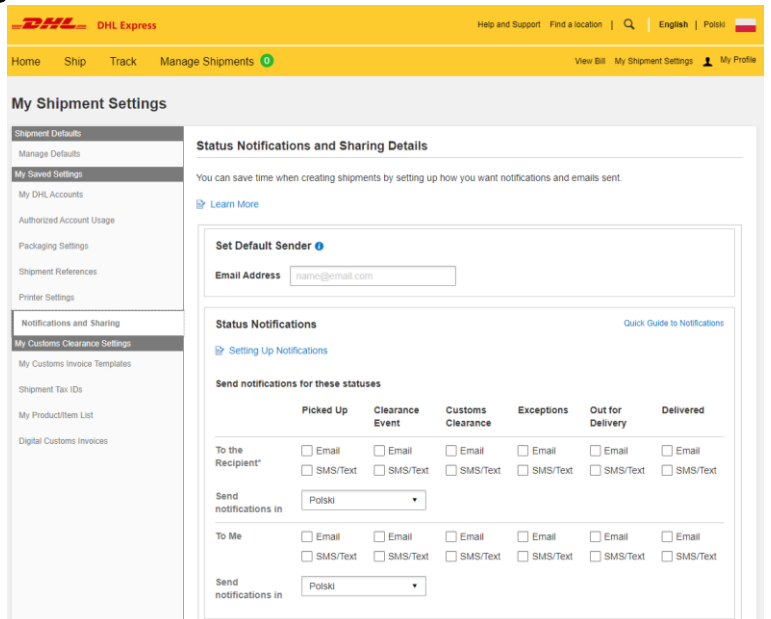


Figure 28 Notification Settings

Possibility to set your own templates and use DHL templates.

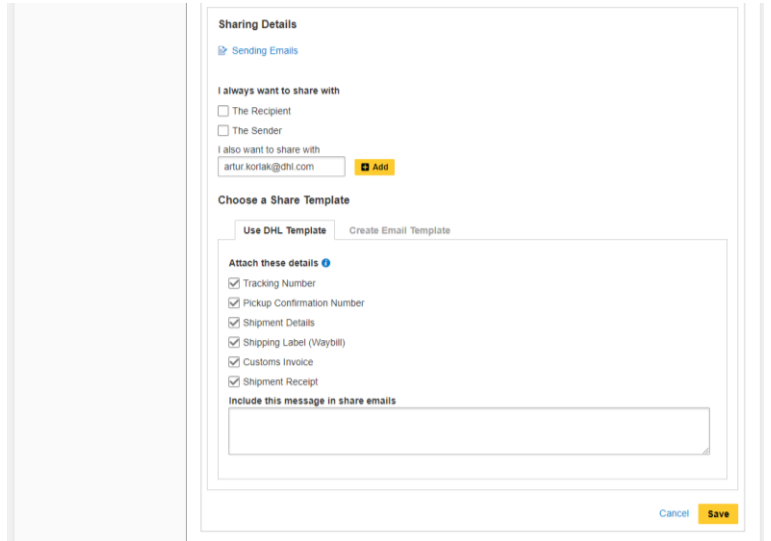


Figure 29 Sharing Settings

#### 4.4.7. My customs invoice templates

Option to set templates for customs invoices. Option to personalize your own customs invoices by entering key details.

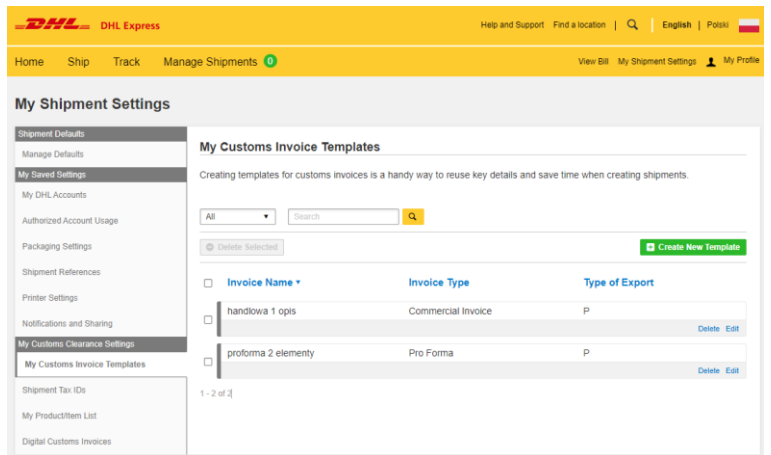


Figure 30 Customs invoice templates settings

#### 4.4.8. My products / lists of goods

The ability to create lists of products that you use most often.

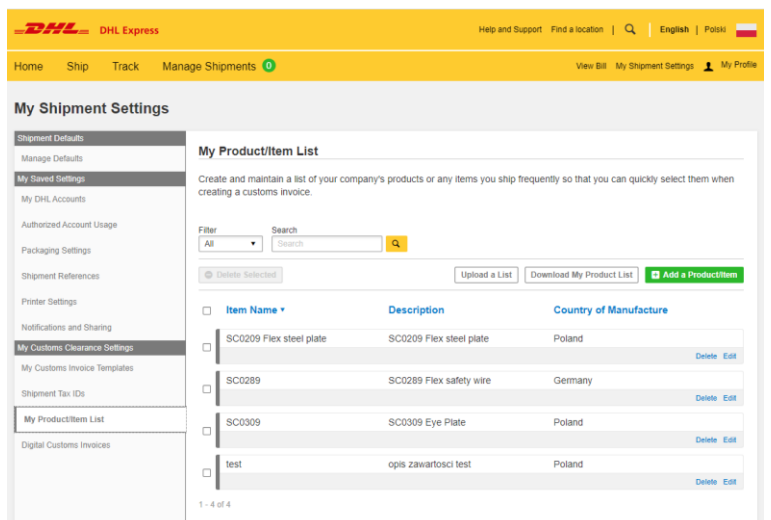


Figure 31 Product settings and lists of goods

#### 4.4.9. Digital customs invoices

Possibility to send invoices digitally to customs authorities. This saves time, eliminating the need to print and attach documents to shipments. Digital Invoices (PLT) - help speed up customs clearance.

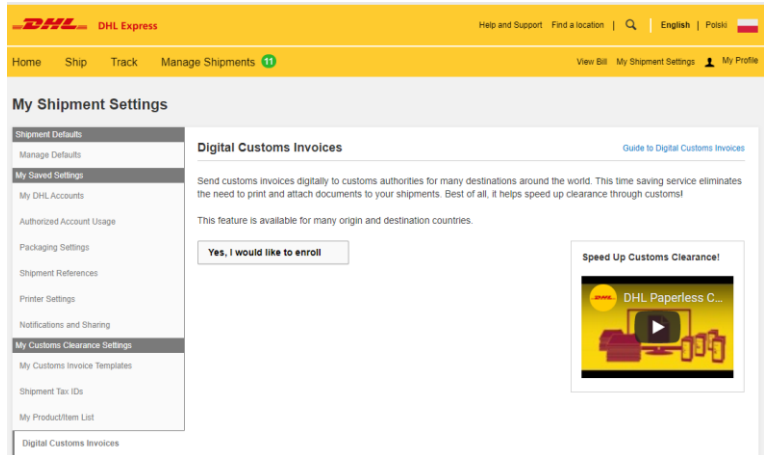


Figure 32 Digital Customs Invoices (PLT) settings

##### 4.4.9.1. Digital Customs Invoice (PLT) option active

To activate digital invoices, select the "Yes, I would like to subscribe" option, select the option whether you want to generate invoices with the help of DHL, or you want to add our own files with invoices.

Option - generating a customs invoice by DHL. You have to upload a signature, the company logo and accept the regulations.

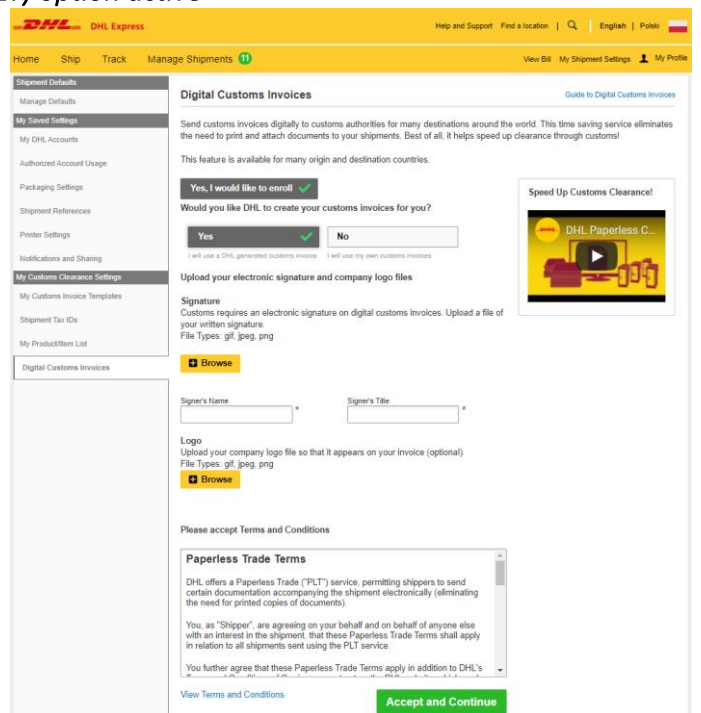


Figure 33 PLT activation Settings - generating invoices by DHL

If you chose "No - I will use my own customs invoices", a message will appear when generating the shipment that the appropriate files have been added.

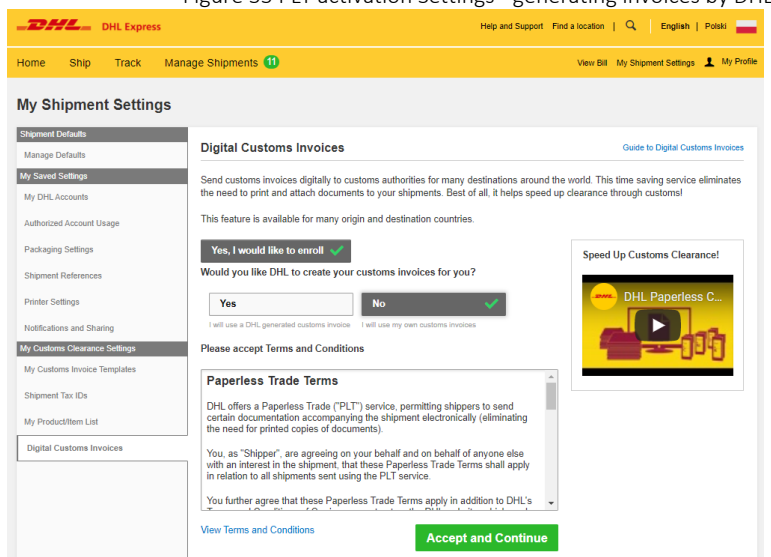


Figure 34 PLT activation - own invoices

## 4.5. Find a DHL Location

You can easily find an authorized partner, a DHL facility or a DHL parcel locker. Just enter your address and the map with marked locations will show which facility is closest to you.

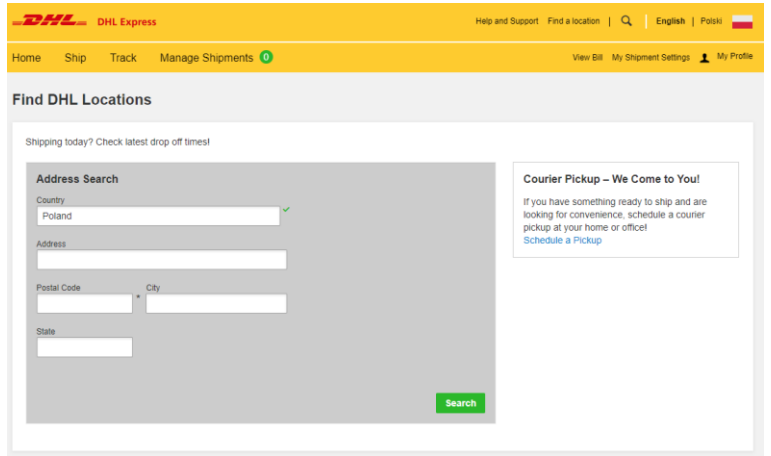


Figure 35 DHL locations

## 4.6. Help Center

Support from international shipping specialists is all in one place, you can get shipping advice, Customs advice, contact DHL Express and check frequently asked questions.

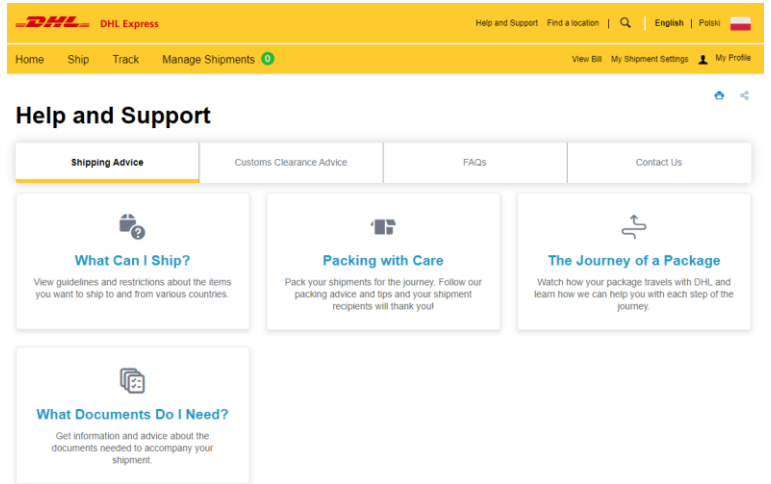


Figure 36 Help Center

## 5. Generating a shipment

### 5.1. Create new shipment

#### 5.1.1. Contact details

##### New shipment:

Go to the Send tab, and then to Create shipments.

The new address, which you have entered manually, can be saved in the directory. This will allow you to create your own directory in the app. Later you can select the previously saved address. After entering the mandatory fields marked with an asterisk, proceed by clicking "Next".

Figure 37 Generating a shipment - Contact Details

#### 5.1.2. Shipment details

In the next step, choose in the Shipment details field whether you want to send documents or a parcel that is subject to customs clearance. Enter the content of the shipment (in English). You can enter the shipment reference, which field appears on the consignment note and on the collective invoice. This is a field where you can enter, for example, a cost center in the company.

If you send a Parcel, you must enter the value of the parcel. you can insure the shipment by selecting "I would like to insure my shipment", the insured value cannot be greater than the declared value. Click "Next".

Figure 38 Generating a shipment - Shipment Details, Contents Description, Shipment Reference, Value and Insurance

### 5.1.3. Packaging options

Select the type of packaging. Select the appropriate DHL packaging from the drop-down list or select the "my packaging" option, which means that you must enter the weight and dimensions of the package. If you want to send several parcels to one recipient, select the "Add another parcel" option and enter the data. After entering all data, click the "Next" button.

Packaging	Quantity	Weight kg	Dimensions cm	Pallet	Piece Reference
My Own Package	1	1	10 x 10 x 10	<input type="checkbox"/>	

Total: 1, 1 kg

Figure 39 Generating a shipment - Packaging Options

### 5.1.4. How to pay?

In the next step, you choose the payment option, whether you want the payer to be a different customer number or the payer to be you. After choosing click "Next".

What shipper account will be used for this shipment?  
414000000 - export

Use this account to pay for transportation charges

Remember these payment options for the Ship FROM address

Figure 40 Generating a shipment - how to pay?

### 5.1.5. Date of selection

The next step is information when you want to send the parcel. Choose the date, and below you will see the available product and information about when it will be delivered. After clicking "details" detailed information is displayed about the price according to your own price list. To choose the right product, click "Select".

I'm sending my shipment on

July 8 Today, July 9 Tomorrow, July 10 Saturday, July 11 Sunday, July 12 Monday, July 13 Tuesday, More +

Delivery Date, Delivered By, Estimated Price, New Quote, Share This Quote

July 12 Monday, End of Day, PLN 000,00, Select

EXPRESS WORLDWIDE

Book Shipment By July 8, 16:45 Latest Courier Pickup 18:15	Transportation Charges	PLN 000,00
Door-to-Door Service	Fuel Surcharge	PLN 00,00
Receive Delivery Notifications	Shipment Protection	EUR --
	Emergency Situation	PLN 00,00
	VAT/Tax	PLN 00,00
	Total (VAT included if applicable)	PLN 000,00

July 14 Wednesday, End of Day, PLN 000,00, Select

ECONOMY SELECT

Find a location

DHL rate estimate as of Jul 08, 2021, 3:28 PM

Disclaimer and Important Details

Figure 41 Generating a shipment – selecting dates

### 5.1.6. Value added services

Additional services appear in the next step. You can choose the appropriate service by checking the checkbox. You can choose nothing, then just click the "Next" button.

Figure 42 Generating a shipment - additional services

### 5.1.7. Courier ordering

The next window informs you if you want to order a courier for the shipment. After selecting the "YES" option, select the time frame, i.e. the hours when the courier should arrive to pick up the parcel, fill in additional information, such as the location of the parcel collection (e.g. warehouse, 3rd floor, etc.), enter the total weight of the parcels that you are sending. Additionally, you can enter additional instructions for the courier, which the courier will see after submitting the order. In the pickup address field, you see the address at which the courier will arrive. Click "Next".

Figure 43 Generating a shipment - ordering a courier

### 5.1.8. Return label

You can enter whether you want to generate a return label, which is valid for 3 months from the date of generating your own bill of lading. Choose the appropriate option and click "Next".

Figure 44 Generating a shipment - Return Label

### 5.1.9. Summary of shipping costs

In a new window, you will see a summary of shipping costs and a summary about the shipment. Read the conditions of carriage and declare that the shipment does not contain prohibited items by clicking "Accept and continue".

Item	Amount
Transportation Charges:	PLN 000,00
Fuel Surcharge:	PLN 000,00
Emergency Situation:	PLN 000,00
VAT/Tax:	PLN 000,00
<b>Total</b>	<b>PLN 000,00</b>

Figure 45 Generating a shipment - summary of shipment costs

### 5.1.10. Print and go!

A window appears with information which files and in what quantity you want to print by clicking on Print selected documents. Information about the shipment appears on the right, i.e. AWB number, JJD number (package number), order confirmation number and pick-up details. You can also save the shipment in your favourite shipments in the app.

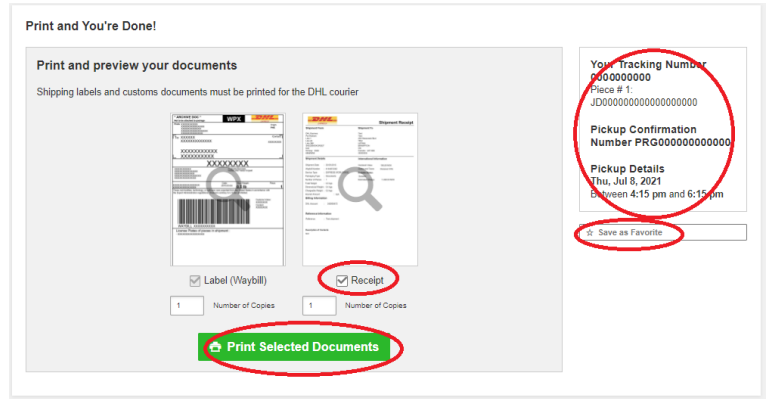


Figure 46 Generating a shipment - Print and go!

### 5.1.11. Sample bill of lading

The consignment note is generated in PDF, you can print it or save it on the desktop.



Figure 47 Generating a shipment - bill of lading, waybill doc., shipping confirmation

### 5.1.12. Delivery confirmation

After closing the window, information about the delivery confirmation is displayed. You can notify another person about the status via e-mail or text message, you can provide shipment details by selecting the desired options and you can save the default shipments (saved by product or by package).

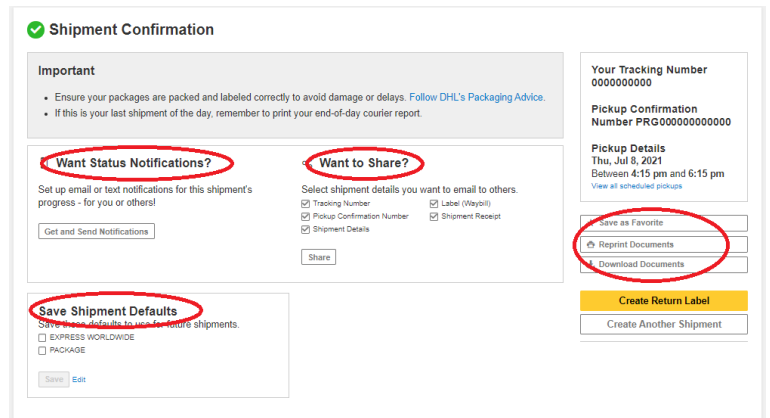


Figure 48 Generating a shipment - Delivery Confirmation



## 5.2. Create from favourites

If the shipment has been previously saved to your favourites, you will see such shipments by selecting the appropriate tab. By clicking on "Create a new shipment", all data will be substituted. You can edit all available fields. Once finished, you can save the shipment and order a courier.

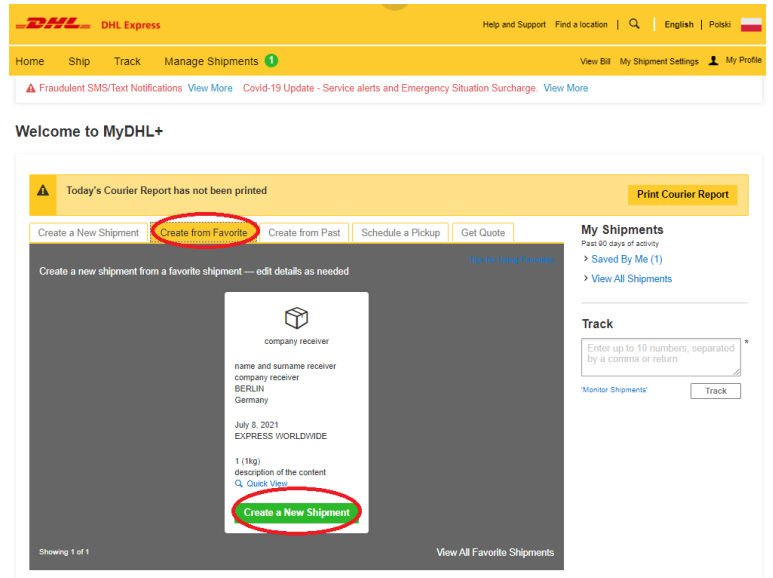


Figure 49 Generating a shipment - Favourites

## 5.3. Create from History

Shipments from history are shipments that were previously generated through the application. You can print them again by clicking "Create a new shipment". The data to be edited will appear. You can save the entire shipment and print the bill of lading and order the courier.

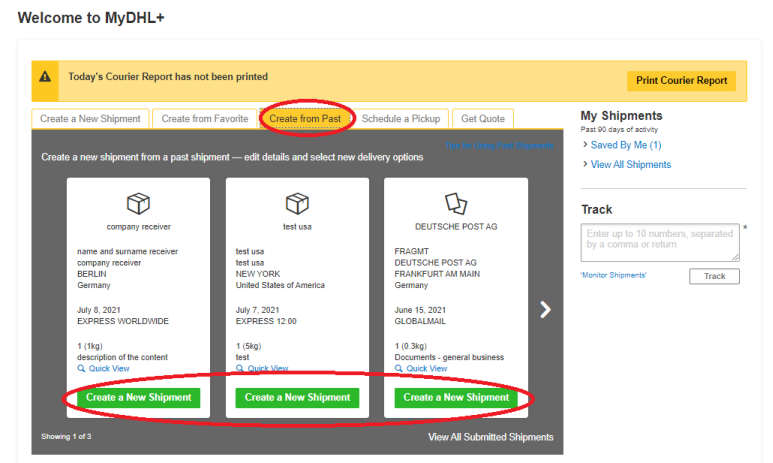


Figure 50 Generating a shipment - From history

## 5.4. Shipment from favourites vs. parcel from history

The difference between a shipment from your favourites and a shipment from history is that you save desired shipments to your favourites. The three saved ones are displayed. However, displayed shipments from history are the last ones generated from the app. These are the last shipments you have generated.

## 5.5. Schedule a pickup

In the tabs on the home page and in the drop-down list, you can order a courier for the location of your choice. A message appears immediately whether you want to generate a bill of lading or just order a courier. Select the desired option.

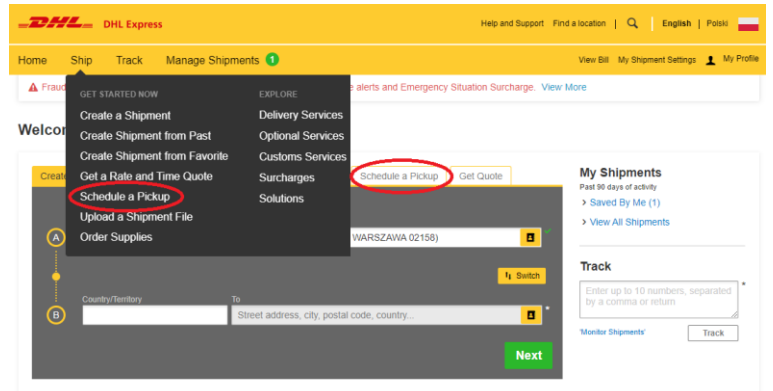


Figure 51 Schedule a pickup

## 5.6. Check the price and time

In the app, without calling the sales representative or the hotline, you can cost estimate the shipment according to your own price list. The application shows indicative prices, and the customer is always invoiced according to the contract and price list it agreed to.

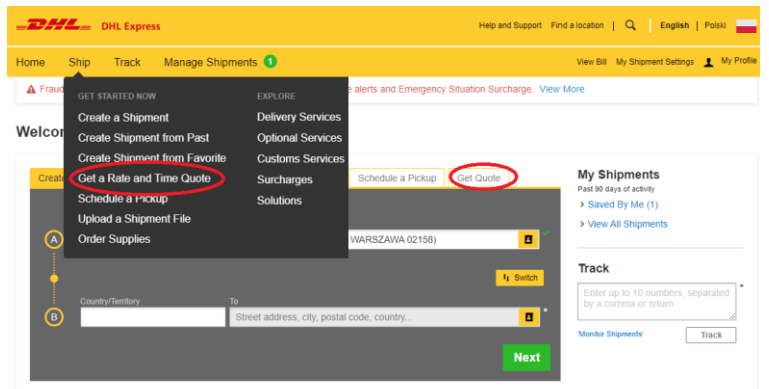


Figure 52 Shipment cost estimation

In the tabs on the home page and in the drop-down list, you can check the price and time according to your own price list. Just enter basic data such as country, city and postal code.

The screenshot shows the 'Quick Quote' form. It has a title 'View our delivery options and rates!' and a sub-header 'Ready to ship online? No account needed - pay with a credit card.' The form is divided into 'From' and 'To' sections. The 'From' section includes fields for Country/Territory (Poland), Address (Wirazowa 37), Postal Code (02158), and City (WARSZAWA). The 'To' section includes fields for Country/Territory (Germany), Address, Postal Code (10086), City (BERLIN), and Province (Berlin). A 'Switch' button is located between the two sections. A 'Next' button is circled in red at the bottom right. There is also a 'Remember me' checkbox and a 'Residential Address' checkbox.

Figure 53 Shipment cost estimation - step from / to

In the next step, you choose whether you want to cost estimate the package or documents, choose the type of packaging from the list or enter our own weight and dimensions. You can check the price with or without insurance.

Figure 54 Shipment cost estimation - the step of selecting the shipment

After clicking “check price”, available products appear with their price, for the given postal code of the sender and the recipient. If you choose the product you are interested in, after clicking Select, the letter generation window will appear.

Figure 55 Shipment cost estimation - product selection

## 5.7. Tracking

### 5.7.1. Track shipment

Tracking shipments is a function in the application where, after entering the number of the consignment (AWB), you can see what is happening with the shipment. You can enter up to 10 numbers at the same time.

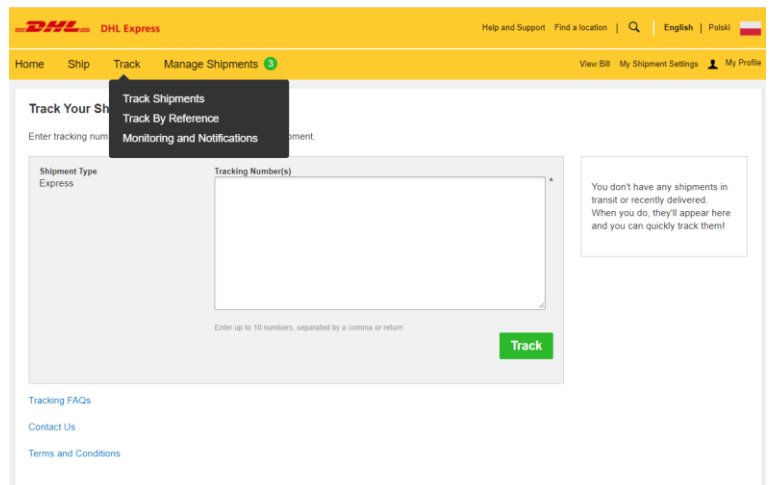


Figure 56 Tracking - tracking your shipment

### 5.7.2. Track by reference

The option to track shipments after entering the reference or customer number in advance, or by destination. Additionally, you need to select the time frames in which you want to search for the shipment.

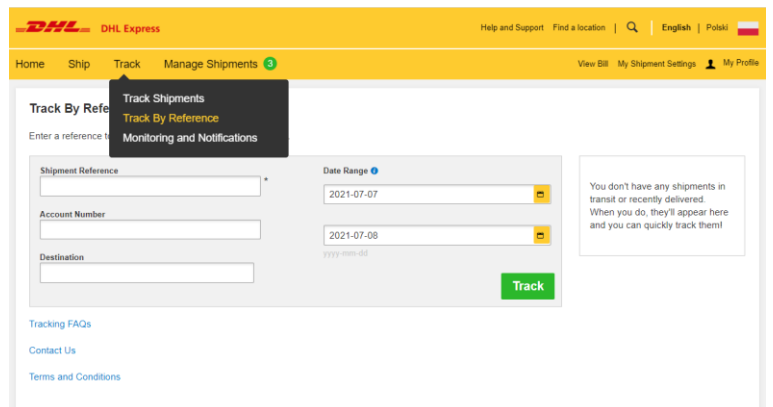


Figure 57 Tracking - Track by reference

### 5.7.3. Monitoring and notifications

ProView in MyDHL+ app, i.e. the ability to track shipments in real time. The ability to add e-mail notifications about the statuses displayed in the application.

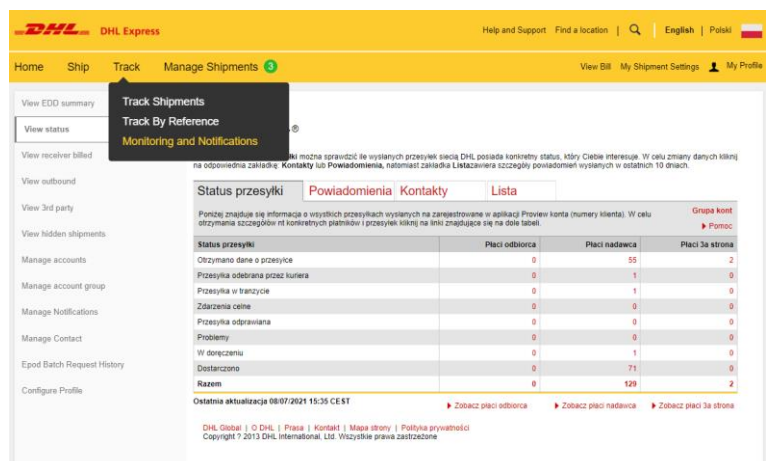


Figure 58 Monitoring and notifications

## 6. Manage shipments

The option to check the shipments that have been generated by you in the application. In addition, in this window, we can check the ordered couriers, the dates and the address the last time a courier was ordered to. Possibility to preview - edit, add, copy contacts (recipients).

Possibility to generate templates with reports, but you can add such templates via the settings tab.

In addition, the application suggests what actions should be taken for the shipments in the application.

### 6.1. Manage my shipments

From this window, you have the option to continue generating the bill of lading, if you saved it earlier. You can quickly search for shipments with the statuses Not Shipped, Ready to Ship and Cancelled. In an easy, simple, and transparent way, you can check which shipments require additional activities.

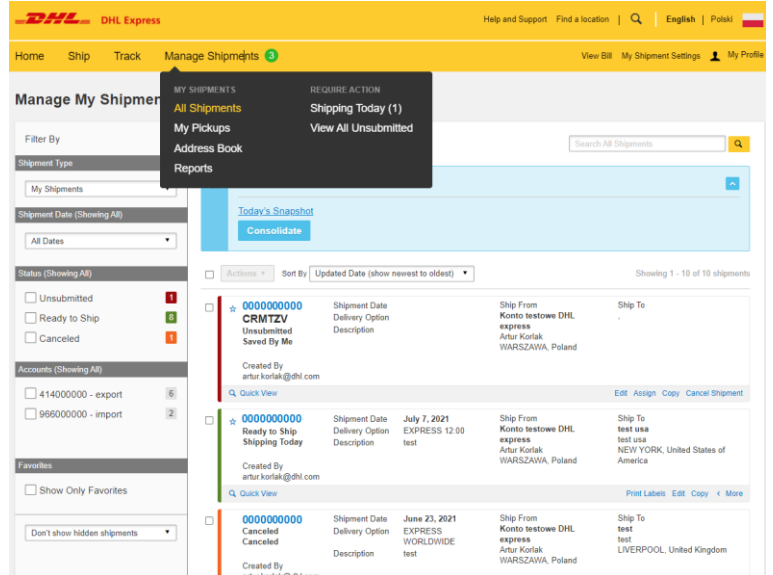


Figure 59 Manage my shipments

## 7. Troubleshooting

If there are any problems with MyDHL+ app, please contact the technical support department:

HelpDesk eCOM:

email: [cahelp.int@dhl.com](mailto:cahelp.int@dhl.com)

telephone: 42 6 345 100 ext.4